



AMERICAN SUZUKI MOTOR CORPORATION

July 30, 2004

SAFETY RECALL CAMPAIGN

**1999 - 2004 VZ800X-K4 E33 (California models only) MARAUDER
FUEL SYSTEM EVAPORATIVE CANISTER REPLACEMENT**

Dear Suzuki Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Suzuki Motor Corporation has decided that a defect which relates to motor vehicle safety exists in certain 1999 ~ 2004 VZ800 Marauder model motorcycles equipped with California evaporative emissions equipment. Suzuki Motor Corporation is conducting a recall campaign for these motorcycles. According to our records, you are the owner of one of these motorcycles.

Suzuki Motor Corporation has determined that when one of the affected motorcycles is parked after city driving in heavy traffic, under certain conditions, elevated pressure in the fuel tank vent line due to restricted flow through the evaporative carbon canister can cause backpressure in the carburetor vent lines through the surge control valve. Due to the orientation of the rear carburetor, this can on some occasions cause liquid fuel from the rear carburetor float bowl to overflow into the rear carburetor air filter box. In the presence of an ignition source, this fuel can cause a fire. The possibility of this problem occurring is increased if the fuel tank is filled to capacity or is overfilled.

▲ WARNING

DO NOT RIDE YOUR CALIFORNIA MODEL VZ800 UNTIL THE EVAPORATIVE EMISSIONS CANISTER RECALL SERVICE IS COMPLETED.

To minimize the risk of injury or death, do not ride, or allow anyone else to ride, your VZ800 until your Suzuki dealer has completed the recall service.

Suzuki strongly suggests you not ride your VZ800 until the evaporative emissions canister recall service has been completed. If you elect to ride your motorcycle, take extra care when fueling it. Do not overfill the fuel tank. Do not fill the fuel tank to the top of the filler neck, stop filling a few inches below the filler neck. Try to avoid city driving in heavy traffic. Park your machine away from possible ignition sources. Schedule this repair as soon as possible.

WHAT WILL BE REPAIRED ON YOUR MOTORCYCLE

Your authorized Suzuki dealer will replace your existing evaporative canister with a different style canister along with other incidental parts. Repair time is approximately 2 hours and will be done at no cost to you for parts or labor.

TO RECEIVE THE FASTEST POSSIBLE SERVICE

Suzuki understands that your riding time is precious. Our suggestion is to work closely with your authorized dealer to get your motorcycle's recall service scheduled and performed as quickly as possible. Schedule an appointment for the recall service to be performed. It will be necessary for your dealer to order the parts. A sufficient quantity of parts are currently available, but must first be ordered. By scheduling a specific time, your dealer will be better prepared to perform the recall service once your motorcycle is in the service department. Please allow three hours for the repair, it may be necessary to leave your motorcycle with the dealer overnight, so check with your dealer regarding the delivery time.

When you pick up your repaired motorcycle, please allow a few extra minutes for your dealer to prepare and complete the necessary warranty paperwork with you.

TO RECEIVE THE FASTEST POSSIBLE SERVICE cont.

If you have special circumstances, discuss them with your Suzuki dealer.

Suzuki understands that some customers may have difficult circumstances to overcome in bringing their motorcycle to the dealership for repair. We have asked your Suzuki dealer to work closely and flexibly with you to arrange alternative, but reasonable solutions for your special requests. Please remember however, that each dealership has its own limitations in providing special assistance due to staff size, available time and dealership location. Your dealer can also consult with Suzuki on other alternatives.

QUESTIONS & ANSWERS

Your Suzuki dealer has been provided specific and complete instructions regarding this recall service. Please call your dealer if you have any questions. Your local Suzuki dealer can provide the fastest responses to your questions or concerns about the recall service. Your dealer can also contact Suzuki on your behalf if you have a unique question or concern.

If you have difficulty having the recall service performed on your motorcycle you may contact the American Suzuki Customer Service Department for assistance at 714-572-1490.

If you believe that (1) Suzuki or your Suzuki dealer has failed to or is unable to perform the recall service without charge, or (2) you believe Suzuki has failed to or is unable to perform the recall procedure to your vehicle within 60 days after you first brought your vehicle to your Suzuki dealer after July 30, 2004 you may submit a complaint to the Administrator, National Highway Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll free Auto Safety Hotline at (888) 327-4236.

CUSTOMER REIMBURSEMENT

If your motorcycle is included in the recall and you have paid for the repair or replacement of the evaporative carbon canister, you may be eligible for full or partial reimbursement. Suzuki's reimbursement plan covers the following affected vehicles: 1999-2004 model year Suzuki VZ800 motorcycles certified to California emission standards and produced from November, 1998 to November, 2003. Please note the following for which Suzuki may exclude reimbursement:

- Only repairs that are the subject of the safety recall are reimbursable. Additional expenses such as towing, rental, accommodations, damage repairs, etc will not be reimbursed.
- Reimbursement may be limited to suggested list price on parts and the Suzuki published flat rate time allowance.
- An owner will not be eligible for reimbursement if the expenses for repairs are performed more than 10 days after the date of the last owner notification letter sent by Suzuki.
- Reimbursement claims may also be excluded when adequate documentation is not submitted by the claimant. Your authorized Suzuki dealer will request an original or copy of your receipt for the recall repair or replacement, and your owner notification letter.

To obtain information or request reimbursement, contact your Suzuki dealer or the American Suzuki Motor Corporation, Motorcycle Customer Service Department, PO Box 1100, Brea, CA 92822-1100, or call (714) 572-1490.

If you no longer own a VZ800 or never owned one, please fill out and mail the enclosed postage paid pre-addressed reply card. If you sold your VZ800, please fill in the name and address of the person to whom you sold your motorcycle. This will help us notify the new owner about this recall campaign.

We thank you for your prompt attention to completing this recall service on your Suzuki motorcycle. We apologize for any inconvenience this campaign causes you. Your safety, satisfaction and riding enjoyment are priorities for Suzuki.

Sincerely,

American Suzuki Motor Corporation